About this Manual

We've added this manual to the Agilent website in an effort to help you support your product. This manual is the best copy we could find; it may be incomplete or contain dated information. If we find a more recent copy in the future, we will add it to the Agilent website.

Support for Your Product

Agilent no longer sells or supports this product. Our service centers may be able to perform calibration if no repair parts are needed, but no other support from Agilent is available. You will find any other available product information on the Agilent Test & Measurement website, www.tm.agilent.com.

HP References in this Manual

This manual may contain references to HP or Hewlett-Packard. Please note that Hewlett-Packard's former test and measurement, semiconductor products and chemical analysis businesses are now part of Agilent Technologies. We have made no changes to this manual copy. In other documentation, to reduce potential confusion, the only change to product numbers and names has been in the company name prefix: where a product number/name was HP XXXX the current name/number is now Agilent XXXX. For example, model number HP8648A is now model number Agilent 8648A.

HP OpenView NetMetrix/UX Release Notes version 6.0

These Release Notes are delivered online (on the NetMetrix/UX CD ROM) and in print. Because this document may be updated during the time a given version is available, you should compare the dates in the online and print versions to ensure you are viewing the latest material.

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General Information

- For **System and platform requirements** for this release, see page 4.
- If you are **upgrading from a previous release** of NetMetrix, be sure to read "Upgrading from a Previous Release" on page 3.
- The **documentation set** has been revised for this release. Four manuals are available:
  - *Installation*
  - *Data Collector Reference*
  - *DNA User's Guide*
  - *User's Guide*

  PostScript files for these manuals are included on the CD-ROM in the /doc directory. Refer to the `README` file in this directory for details.

  Adobe Acrobat PDF files for the NetMetrix/UX documentation set are included in the /usr/netm/doc directory if you install the Documentation fileset (NetmDoc). For further information, refer to "Online Documentation" on page 10.
- Many new features in this release require current firmware in your HP probes. Firmware is included for most currently-available probe models, as discussed on page 3.
- On-line technical support information is available on our Web site at **http://www.hp.com/go/netmetrix** in the **Support** area. The Web site includes:
  - support contact information
  - a current listing of required/recommended patches
  - latest probe firmware files
  - information on NetMetrix training classes
  - contributed/unsupported programs

Upgrading from a Previous Release

If you are upgrading from a previous release of NetMetrix, note the following:

- Follow the upgrade instructions on page 13 of *Installation*.
- After installing the new software, be sure your HP probes have current firmware.
- Because the Agent Toolbox application has been replaced by the new Agent Manager, you will need to convert your existing inetmon.config, agent.db, and ovpmhd.conf files by launching Agent Manager. For information on this new application, refer to the Agent Manager chapter in *Data Collector Reference*.
- The license scheme for NetMetrix has changed for this release. Consequently, you will need to request and install new license passwords. For instructions, refer to page 41 of *Installation*.

Upgrading HP Probe Firmware

After installing NetMetrix/UX, be sure to upgrade the firmware in your HP Probes. New firmware is included in this release for many probe models.

For further information, refer to the /usr/netm/firmware/README file and to page 87 of *Data Collector Reference*.

Minimum System Requirements

The following information describes the minimum system and platform requirements for HP OpenView NetMetrix/UX version 6.0.

Platform and Operating System

- HP 9000 Workstations (7*xx)* and Business Servers (8*xx)* with PA RISC 7000 version 1.1 or later; HP-UX v. 10.20

  Sun SPARC; Solaris v. 2.5*x*, 2.6
- Internetwork Response Manager (IRM) and Agent (IRA) are available *only* for HP-UX; IRM requires HP OpenView Network Node Manager version 4.11 or 5.0*x*.

Other NetMetrix/UX applications work with, but do not require, HP OpenView Network Node Manager v. 4.11 or 5.0*x*.

Memory/Swap Space

- Applications: 32 MB virtual/16 MB resident.
- Internetwork Response Manager (IRM): 16 MB virtual/3 MB resident.
- Internetwork Response Agent (IRA): 2 MB virtual/1 MB resident
- Extended RMON Module (ERM): 32 MB virtual/16 MB resident plus shared memory, maximum segment size of 0.5 MB, 3 segments required per associated LanProbe and PVC, 6 segments per associated WanProbe interface.
- Swap space: 64 MB or twice available RAM, whichever is greater.

System/User Processes

- 750 system processes recommended; at least 250 available to a given user.

Disk Space (approximate)

Note that the installation confirms that you have sufficient disk space.

- **All NetMetrix filesets**:
  - 250 MB for HP-UX, including 55 MB in /opt/OV
  - 240 MB for Solaris, including 60 MB in /opt/OV

  Most NetMetrix files are placed in /usr/netm/ and /opt/OV/.

  A few files are put in other standard locations (e.g., /usr/lib/X11/app-defaults).

Changes from NetMetrix version 5.0 to 6.0

- A new application, called **Agent Manager**, replaces Agent Toolbox and ERM Configurator. Agent Manager has several functions: agent definition, data collection configuration, ERM association, and application launching. Agent Manager lets you define and work with any device with which NetMetrix applications interoperate.

  The Agent Manager application includes the following capabilities:
  - Easy agent definition, with minimum user input. The application figures out as much as possible from the agent itself once you provide the telemetry address and community string.
  - Optional friendly naming of most entities in the agent database
  - Hierarchical outline view lets you expand or collapse the level of detail shown.
  - Multiple items can be selected and modified as a group.

  For details on using Agent Manager, including instructions for upgrading existing NetMetrix agent.db, inetmon.config, and ovpmhd.conf files, refer to the Agent Manager chapter in *Data Collector Reference*.
- A new application, called **ERM Monitor**, lets you view status information for the ERMs configured in your agent database. This new application, together with Agent Manager, replaces all the capabilities of ERM Configurator. For information on ERM Monitor, refer to the Extended RMON Module chapter in *Data Collector Reference*.

Changes from NetMetrix version 5.0 to 6.0

- NetMetrix applications have been enhanced to work with the following **new HP probes**:
  - J3911A **HP Multiport Token-Ring LanProbe**, an RMON1- and RMON2-compliant probe that can monitor up to six token-ring segments via RJ-45 or DB-9 connectors.
  - J3913A **HP T1 WanProbe**, an RMON1- and RMON2-compliant probe able to monitor SDLC, HDLC, PPP, or Frame Relay on full and fractional T1 channels, connecting to ANSI T1 primary rate circuits via RJ-48C, RJ-45 or mini-bantam monitor jacks.
  - J3914A **HP E1 WanProbe**, an RMON1- and RMON2-compliant probe able to monitor SDLC, HDLC, PPP, or Frame Relay on full and fractional E1 channels, connecting to CEPT primary rate E1 circuits using standard BNC connectors or BR-2 coaxial connectors or DB-9 connectors.
  - J3915A **HP V-Series WanProbe**, an RMON1- and RMON2-compliant probe able to monitor SDLC, HDLC, PPP, or Frame Relay at line rates up to 2,048 kbps, connecting to V.24 (RS-232), V.11 (the electrical part of X.21), V.35, V.36, or RS-449 circuits.
  - J3919A **HP OC3 ATMProbe**, an RMON1- and RMON2-compliant probe able to monitor ATM AAL-5 traffic carried on ATM OC-3c/STM-1 fiber-optic connections, connecting to OC-3c/STM-1 using standard SC type connectors. An optional optical bypass is available.

  Each of these new probes includes a built in 10BaseT AUI and a 10/100 BaseT half duplex RJ-45 interface for connection to an Ethernet telemetry network.

  For a list of which applications can access these new probes, refer to page 17 of *User's Guide*. For information on defining probes for use with NetMetrix, refer to the Agent Manager chapter in *Data Collector Reference*. For information on using multi-interface probes in the HP OpenView Network Node Manager environment, refer to the page 92 of *Data Collector Reference*.

- Load Monitor and Reporter now include support for bi-directional statistics from HP Fast Ethernet LanProbes. This feature requires that the probe have new firmware, which included in the /usr/netm/firmware directory. Refer to the README file in that directory for details.

For a list of the bi-direction statistics in Reporter, refer to page 90 of *User's Guide*; for a list of these statistics in Load Monitor, see page 300 of *User's Guide*.

- **Reporter, Reporter on the Web, Internetwork Monitor, Load Monitor, Protocol Analyzer, RMON Alarms**, and **Protocol Distribution** have been enhanced to work with **PVCs** monitored by the new HP WanProbes and ATMProbes and **ISL VLANs** monitored by HP Fast Ethernet LanProbes (full-duplex). For information on setting up PVCs and VLANs for use with NetMetrix applications, refer to the Agent Manager chapter in *Data Collector Reference*.

- **Reporter** includes a new graph type, called **Component Health**, which lets you view statistics (with or without baseline) collected by network elements, such as Cisco routers and MIB-II devices. Component Health graphs are available only if HP OpenView Network Node Manager is installed.

  This new graph type is based on data collected by Network Node Manager's snmpCollect utility. Three MIB categories—for Cisco Routers, Cisco Router Interfaces, and Universal MIB (MIB-II)—are provided out of the box; data collection for additional MIBs can be configured.

  For information on configuring data collection for Component Health graphs, refer to the Agent Manager chapter in *Data Collector Reference*. For instructions on defining reports with Component Health graphs, refer to the Reporter chapter in *User's Guide*.

- **Reporter on the Web** includes support for many new Component Health reports, including Components at a Glance, Component Summary, and Component detail (daily, weekly, and monthly) web pages. Navigation in report web pages has been updated to accommodate these new report types. Navigation in report web pages has been updated to accommodate these new report types.

  For further information, refer to the file /usr/netm/www/README.html.

- Several **new decodes** have been added to **Protocol Analyzer**, including Frame Relay, Cisco SLE, HDLC, PPP, SDLC, X.25, X.75, ATM LANE 1.0, and MPOA. For a complete list of decodes, refer to page 394 of *User's Guide*.

Changes from NetMetrix version 5.0 to 6.0

- **Protocol Analyzer** can load in frame relay and PPP trace files from the Internet Advisor.
- The **license scheme** for NetMetrix has changed for this release. Consequently, you will need to request and install new license passwords. For instructions, refer to page 41 of *Installation*.
- **HP Probe Configuration** (previously called LanProbe Configuration) includes some new items for configuring the new HP WanProbes and ATMProbes. For details, refer to page 82 of *Data Collector Reference*.
- The **Initialize RMON** tables application has been completely rewritten for this release, resulting in significantly improved performance.
- **Power Agent** and **NFS Monitor** have been discontinued and are no longer included in the NetMetrix distribution. In addition, local mode is no longer supported for Load Monitor and Protocol Analyzer.

  As a result, several changes have been made to the Load Monitor and Protocol Analyzer User interfaces. Note that, Protocol Analyzer still supports “playback” mode, now called “Post Filter.” Refer to Load Monitor chapter and Protocol Analyzer chapter in *User's Guide*

  Note that NetMetrix version 6.0 applications will interoperate with a version 5.0 Power Agent.
- The six **Token Ring** utilities were enhanced from support of a single port to now support the multiport probe, J3911A.
- The Trap Destinations application is no longer supported for Cisco Catalyst switches.
- You can now collect standard RMON history data from fast Ethernet RMON devices other than HP Fast Ethernet LanProbes.
- NetMetrix applications that work with Cisco switches now use slot/port notation to refer to specific ports on a switch. Alternatively, you can specify a friendly name for switch ports. Refer to the Agent Manager chapter in DCR for further information.
- When sending traps, RMON Alarms now includes the ifIndex for the interface or, for Cisco switches, the slot/port on which the alarm is configured.

Using NetMetrix with OpenView NNM 4.11 or 5.0*x*

To use NetMetrix applications with OpenView Network Node Manager 4.11 or 5.0*x*, install the NetMetrix 6.0 software on *each* OpenView NNM management station and distributed console on which you want to use NetMetrix applications. NetMetrix applications work the same on an OpenView management station and distributed console.

NetMetrix applications are compatible with NNM's on-demand submap feature. NetMetrix applications also work with the new NNM trap background process (ovtrapd) and Postmaster background process (pmd).

To forward NetMetrix events, install the Common fileset (NETM-COMMON) on the OpenView 4.1 distributed collection stations. Similarly, the Common fileset is also required for configuring OpenView NNM discovery/map/topology filters.

For further information, refer to the OpenView manual *A Guide to Scalability and Distribution for Network Node Manager.*

Online Documentation

As noted above, NetMetrix/UX version 6.0 includes online documentation, accessible from the primary NetMetrix tools. This documentation is provided in Portable Document Format (PDF).

The NetMetrix installation includes the Adobe Acrobat Reader version 3.01 software, which can be used to view the PDF files. Choosing Help➤On Tool... from most NetMetrix applications will launch the Reader and automatically load the correct PDF file.

As discussed on page 31 of *Installation*, if you install the Documentation fileset (NETM-DOC), you will be asked to accept or decline Adobe's license terms. If you decline the terms, Acrobat Reader will not be installed, and you will not be able to launch the online documentation from NetMetrix tools.

For convenience, a "JumpStation" document is provided in this file /usr/netm/doc/netmetrix.pdf; this file contains hyperlinks for the chapters in the NetMetrix documentation set, and all of the files include a bookmark to navigate back to the JumpStation.

To view the JumpStation (once you have installed NetMetrix), give the following command:

```
# netm_help.sh
```

For information on using Acrobat Reader, launch the Reader and choose Help➤Acrobat Help.

NetMetrix applications that use the graph and table tools, discussed in Graphs and Tables chapter in *User's Guide*, do not use Acrobat online help. To view the documentation for these applications, you can launch the JumpStation as described above, and choose the appropriate chapter.

About the Domain Manager-Stats License

All of the “license to use” options for NetMetrix correspond to software filesets in the installation *except* for the Domain Manager-Stats option.

If you purchase a Domain Manager-Stats license and want to install only that software, follow the NetMetrix installation instructions and choose the Domain Manager fileset.

When you have completed the installation, remove the Protocol Analyzer software (which is included in the Domain Manager license, but not in Domain Manager-Stats).

To remove the unlicensed Protocol Analyzer files, cd to `/usr/netm/hp` or `/usr/netm/sun4s` (for HP-UX or Solaris, respectively), and give a command like this:

```
# rm protanal*
```

Removing these files ensures that no one can use Protocol Analyzer, even within the 60-day “instant on” license window.

Summary of Changes, Earlier NetMetrix Releases

The following summarizes the changes between **NetMetrix version 4.7 and 5.0**:

- NetMetrix applications have been enhanced to work with the following HP probes: J3458A HP Fast Ethernet LanProbe, 4987B HP Ethernet LanProbe with AUI, and J3321B/J3322B HP FDDI LanProbe with Ethernet Telemetry.
- Extended RMON Module, Load Monitor, and Reporter have been enhanced to work with NetMetrix WanProbes.
- Internetwork Monitor now includes the ability to launch Load Monitor and Protocol Analyzer using the context of the current internetwork view.
- NetMetrix can be used with Cisco's Catalyst 5000 LAN switches, provided the RMON agent is enabled.
- Reporter now allows for TopN Conversation graphs with protocol breakdown.
- Reporter TopN graphs are now based on network address instead of MAC address.
- Reporter on the Web now has two additional global reports: Network Summary and Global TopN.
- When Reporter on the Web constructs Web pages, it now instructs the Web browser *not* to cache the page.
- Several new decodes have been added to Protocol Analyzer, including HTTP, Cisco ISL, and the SRF and SIF portions of FDDI SMT.
- ERM Configurator now sets the default polling rate for associated probes based on the probe media speed.
- LanProbe Configuration includes several new items for configuring new HP probes.

Summary of Changes, Earlier NetMetrix Releases

The following summarizes the changes between **NetMetrix version 4.6 and 4.7**:

- NetMetrix applications have been enhanced to work with the HP Quad Ethernet LanProbe and HP Ethernet LanProbe model 4986B.
- Extended RMON Module now supports the HP FDDI LanProbe and Quad Ethernet LanProbe.
- Reporter's new exception reporting feature lets you configure reports such that pages are generated only when exceptional criteria are met.
- The new Reporter Response Profile graph lets you track response and availability information. Available only for HP-UX.
- Internetwork Response Manager (IRM) can now create and manage echo-test targets on FDDI LanProbes.
- IRM now provides significantly improved multi-manager and multi-map support. IRM and Internetwork Response Agent (IRA) include support for a new higher-layer protocol response test, called TCP Steady State, when using an IRA.
- Most NetMetrix tools now include a Help➤On Tool… menu item, which lets you view the tool's documentation online.
- HP-UX version 10.20 is now supported.
- NetMetrix no longer supports OpenView version 3.x.
- Internetwork Response Manager no longer includes support for the following test protocols: Novell Ethernet, Ethernet CTP, AppleTalk, Vines Datalink.
- Reporter no longer includes the ability to configure a report against a named set. If you open or generate an existing report for a set, Reporter automatically converts the set to a list of agents.
- Reporter now warns you if you try to generate a baseline report set for Multi-Segment View.

Defects Fixed in this Release

The following defects have been fixed.

Defect ID	Description
0804—009456	Launching Protocol Analyzer from Internetwork Monitor results in error message.
0804—009332	Adding a LanProbe to the DNA submap yields “duplicate agent” error message.
0804—009092	Cannot download firmware to FDDI LanProbe with Ethernet Telemetry via the FDDI interface using TFTP—fixed in firmware A.01.00.03 and later.
0804—009365	4985B Token Ring LanProbe: default media speed of “auto’ sometimes does not work—Fixed in firmware B.02.00 and later.
0804—009373	J3458A Fast Ethernet LanProbe with Option 200: Physical Connector “Fiber” can be configured—Fixed in firmware A.00.03 and later.
5003—385625	HP Probe Configuration & LanProbeIII, problem setting date using a 2-digit value for the year.
0804—009597	When adding trigger trace for an alarm, the entries in the Filter Table lose its cross-reference to the Channel Table. As a result, the packet capture could not start correctly.
3801—000817	Alarms windows are not displayed in pop-up dialog box.
5003—405092	Initializing RMON tables on Cisco switch (cat5k) takes a long time.
0804—009126	Token ring probe, ring order fails. naunsort too many nesting levels.
0804—010082	RMON History Statistics should use same unitization% formula as Load Monitor.
0804—009597	Alarms trigger trace is broken.
3801—008177	Action for alarm never occurs.

Defects Fixed in this Release

Defect ID	Description
5003—394262	Enhance Reporter to graph spotty data.
0804—010512	Death of rtcollectd causes gaps in the data
0804—010637	Increment and decrement child process count in kill signal handler.
0804—009647	Synchronize the Reporter and Load Monitor utilization calculation .
0804—009001	Fix ovpmhd to not leave data gaps for last hours of the day or days of the month.
0804—021188	Change Grapher to not return error code 256

For information on known defects in this release, refer to “Known Problems and Work-Arounds” on page 16.

Known Problems and Work-Arounds

The following pages describe issues and work-arounds for version 6.0. For additional troubleshooting information, refer to the Troubleshooting section beginning on page 51 in *Installation*.

Many common problems are fixed by patches to the operating system, to HP OpenView Network Node Manager, and to the Emanate SNMP agent. Consequently, you should verify that your system has the required patches for NetMetrix. Refer to the file /doc/req_patches.txt on the NetMetrix CD-ROM for details.

General

Description **Installation fails on HP-UX 10.*x* system when transition links are not installed.**

Details The NetMetrix installation for HP-UX 10.*x* relies on the transition symbolic links, which are normally present on the system. If the transition links have been removed, the NetMetrix installation will fail. [Defect ID 5003–357384]

Work-Around If necessary, install the transition links prior to installing NetMetrix.

Description **Installation fails with message: “netmd cannot fork, exit code=2”**

Details If you install the Extended RMON Module (Mid-Level Manager or MLM fileset), the installation will register the ERM and attempt to start it. If the host system does not have sufficient memory and/or swap space to start the ERM, the following message is shown repeatedly:

```
netmd cannot fork
exit code=2
cannot get device list
```

Work-Around Verify that your system has sufficient memory and swap space. Refer to "Minimum System Requirements" on page 4 for information on the system requirements for NetMetrix, and be sure to take into account the needs of other software on the system.

Description **Printing from Load Monitor or Internetwork Monitor results in error message**

Details When you attempt to print from either of these applications, an error dialog appears indicating "Problems executing command..." The actual problem is that the print utilities `netm_xpr` and `netm_xwd` dump core.

Work-Around Verify that your system has the required patches for NetMetrix. Refer to /doc/req_patches.txt on the CD-ROM for details.

Description **NetMetrix applications warn about missing keysyms**

Symptom Applications display messages like, "Warning: Translation table syntax error: Unknown keysym name."

Details NetMetrix attempts to install a file called `XKeysymDB`; if this file cannot be installed (for example, if it already exists), the installation puts a copy in `/usr/netm/config/template`. If you use OpenWindows, the installation also creates a link from `/usr/openwin/lib/XKeysymDB` to `/usr/lib/X11/XKeysymDB`, if possible. Messages indicating the installation's actions are included in the installation log file.

Work-Around To eliminate the warning messages, compare the `XKeysymDB` files in `/usr/lib/X11` and`/usr/netm/config/template`. Merge the information in these two files such that all of the keysyms defined in the NetMetrix file are also in `/usr/lib/X11/XKeysymDB`.

If you use OpenWindows, check whether `/usr/openwin/lib/XKeysymDB` is a link to `/usr/lib/X11/XKeysymDB`. If not, create the link, or you can also merge the keysyms from `/usr/netm/config/template/XKeysymDB` into `/usr/openwin/lib/XKeysymDB`.

Description **Fonts used for display are too large**

Details If you run NetMetrix applications while the X display is set to another, the resulting windows may use larger than expected fonts. The problem occurs if NetMetrix is not installed on the X display host.

Work-Around To ensure that proper fonts are used, copy the X resources file /usr/lib/X11/app-defaults/Netm from the system that has NetMetrix to the same location on the X display host.

Description **Host name resolution can be slow**

Symptom Applications appear to hang while processing host names.

Details In some cases, dynamic name resolution (via `gethostbyname`) works very slowly. Many of the NetMetrix applications use dynamic name resolution to translate host addresses to "friendly" names. If the resolution is slow, the application can appear to be frozen.

Work-Around Set the `NETM_HOSTMAPX_STATIC_FIRST` environment variable to any value. If this variable exists, NetMetrix first checks the `sysnodelist` file, then uses dynamic name resolution. If most or all available host names are defined in `sysnodelist`, then using this approach will minimize the problem related to slow name resolution, but dynamic resolution is still available when needed. Refer to the man pages for `sysnodelist(5)` and `mkhostdb(1)`.

Another work-around, **if you are not using OpenView**, is to turn off dynamic name resolution completely for NetMetrix by setting the environment variable `NETM_HOSTMAPX_NO_DYNAMIC` to any value. Name resolution using the static `sysnodelist` file will continue to function; however, you may need to update `sysnodelist` periodically.

Do not set the variable `NETM_HOSTMAPX_NO_DYNAMIC` if you are using OpenView. Doing so will prevent some NetMetrix applications from working properly.

Description **HP Probe Configuration messages cannot be read on the smaller Solaris displays**

Details On the smaller 17″ and 19″ Solaris displays, the message box at the bottom of the panel is squeezed to zero height when the screen opens up.

Work Around: Maximize the window. This increased size adds enough to the window so that the message window is usable.

Description **Applications under the Agent Manager menus, Performance, Configuration, Fault, or Misc could fail to start**

Symptom Attempts to run applications from the menus listed in the description could fail to bring up the appropriate screens, graphs, or tables.

Details If you run applications under the Agent Manager menus Performance, Configuration, Fault, or Misc the graphs or tables are not displayed.

The behavior of the menus items are unpredictable, some work and some do not complete the start-up procedures. No error message is displayed for this error. The applications are not launched due to missing soft link / usr/OV to /opt/OV. [Defect ID 0804–024554}

Work-Around Do not symbolically link /usr/OV, this directory should only be used by the NetMetrix applications. If you need to move, or change drives for your OpenView software, work with /opt/OV.

Description **HP Probe Configuration Multiport Token-Ring Lanprobe with telemetry not at port 1**

Details With a Multiport Token-Ring Lanprobe and telemetry port not located on port 1, HP Probe Configuration cannot configure port 1.

Work Around: Use the default telemetry port, which is port 1.

Description **RMON Alarms, Trap Destination, and other dialog boxes under the Configuration menu could have colors that make the text in the dialog box hard to read**

Symptom Depending on your X setup in your environment, when you launch Fault➤RMON Alarms or Configuration➤Trap Destinations, the edit field next to Probe and Community fields could have a have a default color that is too dark thus making the text in the box hard to read.

Details RMON alarms and other Configuration dialog box does not have a preset X foreground and background colors. It will use whatever color that is defined in your X environment. [Defect ID 804–023671]

Work-Around: You may change your X environment default setting or customize the NetMetrix X application default file to change the foreground and background color for your dialog box color. The NetMetrix X application default file contains comments that provide directions for modifying file. The location of the file is located at /usr/lib/X11/app-defaults/Netm.

Description **RMON Statistics➤Live Statistics and Historical Statistics does not work with Fast Ethernet VLAN interfaces**

Symptom When launching Performance➤RMON Statistics➤Live Statistics and Historical Statistics against a VLAN interface, you can see either one of two error messages: “NetMetrix Historical Statistics Error: The probe x.x.x.x is of “unknown/unsupported/unresponsive type.” Or, “The following selected agents: xyz:ifindex:vlanid” are either “not reachable” or “are of an unknown media type”. These agents are ignored for this operation.

Details RMON Statistics➤Live Statistics and Historical Statistics are not supported for VLAN interfaces, these menus should be grayed out when VLANs are selected.

Work-Around: Use Performance➤Network Analysis➤RMON to monitor the RMON statistics for VLAN interfaces.

Description **Installation on Solaris could fail if the previous package removal unsuccessful**

Symptom When removing the previous NetMetrix package, if you see the message Removal of NetmDoc or Removal of <NETM-DOM> partially failed, you will not be able to successfully install NetMetrix 6.0 NetmDoc and <NETM-DOM>.

Details Without rerunning the removal program again, the install of the two packages NetmDoc and <NETM-DOM> fails without any warnings. [Defect ID 0804–024950]

Work-Around If you see the message Removal of NetmDoc or Removal of <NETM-DOM> partially failed, you must run remove again to completely remove the NetmDoc and <NETM-DOM> package.

Collector Daemon, arwrite

Description **RMON data collection from Cisco misses data**

Details Our testing has found certain anomalies involving the handling of time in Cisco Catalyst 5000 LAN switches. These anomalies cause RMON data collection to periodically miss data throughout the day; for 1800-second (30-minute) data collection, two to three 1800-second data buckets are missed.

Work-Around None.

Description **When stopped and restarted, response collector process loses at least one interval**

Details If the response collector process (`rtcollectd`) is stopped and restarted, at least one data interval is lost, even if the daemon is restarted immediately.

Work-Around None.

Description **The response collector fails to collect from all targets on an IRA**

Symptom In some cases, the response collector process (`rtcollectd`) will fail to collect data from some or all of the targets configured on an Internetwork Response Agent (IRA). The response data file indicates "Agent or target is currently unreachable." Data collection outages are often intermittent, with collection succeeding for some intervals and failing for others.

Details If the community strings for the IRA are correctly configured on the data collection host, then the problem may be that the communication between the response collector and the IRA is timing out, even if data collection is performed on the same host as the IRA. [Defect ID 0804–009340]

Work-Around Increase the timeout value for the IRA using Options➤SNMP Configuration in OVNNM.

Description **Occasionally, arwrite may create a very large archive file**

Details In some circumstances, arwrite may create a very large daily archive file—perhaps as large as several hundred megabytes, when a typical archive file is generally less than four megabytes. The archive file itself is not corrupted; it contains valid data (although it may be missing one or two time intervals from the end of the day), and NetMetrix applications will process the file correctly. The problem may occur after an ERM host is rebooted.

Work-Around If you have one of these large files, you can use the loadmerge utility to reclaim the excess disk space while retaining all the data in the archive. Give commands like these:

```
mv D1996_12_04 D1996_12_04.big
loadmerge -o D1996_12_04 D1996_12_04.big
rm D1996_12_04.big
```

Reporter

Description **Reporter requires an accessible X server to generate reports**

Symptom Reports fail to be generated, and messages from `cron` indicate a problem with the X server. In some cases, reports are not executed at the correct time, instead they are postponed until an X server is accessible.

Work-Around Ensure that the X display associated with a report is available at the time the report will be generated via `cron`, and that you are authorized to connect to the X server.

The display associated with a report is determined by the value of the `DISPLAY` environment variable at the time the report is generated (if any) or at the time the report was saved.

If you use CDE or HP VUE, ensure that someone is logged in to the system represented by the X display and that CDE or HP VUE is running. (In other words, the system should not be at the CDE or VUE login screen.)

Description **www_rename does not change the contents of old GIF files (charts & graphs), particularly the agent or component name in the GIFs**

Symptom When using Reporter on the Web to view past data, the customer may notice that old GIF files contain an agent or component name which is not the current name.

Details The www_rename script only changes names in text files (Glance, Netsum, and TopN kinds of data). GIF files are not altered in any way, and they retain the agent or component name known to reportgen at the time those GIFs were created.

Work-Around Reporter on the Web shows the current name for agent or component in the report heading of the HTML page.

Description **pmverify does not recognize PVC and VLAN agents**

Symptom Using Reporter on the Web “Defining Networks and Thresholds” phase of nmx_config, PVC and VLAN agents have a media type of “>>Unknown<<“.

Details The pmverify utility does not recognize PVC's and VLAN's. It fails with SNMP communications errors, or referencing illegal MIB values. [Defect ID 0804–024422]

Work-Around: Select the checklist containing the “>>Unknown<<“ media type, and choose the appropriate PVC or VLAN media manually. Customers must know the correct choice, or there may be many reporting errors later.

Description **Reporter has inconsistent behavior when closing an unchanged report file**

Symptom If user double-clicks a report's line in the status window, then immediately closes the report definition window, the window closes immediately, which is what expected. However, if user uses the Open Report toolbar icon or menu item, opens the same file, then immediately closes the report definition window, The user is told that there are outstanding edits and do you really want to close the report, and the user has to click OK to close the report definition window. [Defect ID 804–013730]

Work-Around None.

Internetwork Monitor

Description **Multiple agents on the same subnet can cause problems when using Internetwork Monitor’s Address placement**

Details When using Address placement, you may experience unexpected behavior if you have multiple agents for the same subnet or network area defined in your `agentmgr.db` file. In particular, enabling or disabling monitoring for a selected segment ring may cause minor problems if the ring has multiple agents.

Work-Around Avoid defining multiple agents for the same subnet or network area.

Description **Internetwork Monitor reports “invalid character in segment name” when launched**

Details If an agent name contains spaces, tabs, or newline characters, Internetwork Monitor will generate an error message when launched. [Defect ID 0804–008938]

Work-Around Ensure that the agent names defined in Agent Manager do not contain any spaces or special characters.

Description **Printing from Internetwork Monitor results in error message**

Details See the description on page 17.

Description **Pausing the internetwork view for a long period can cause a core dump**

Details When using Internetwork Monitor against an ERM or ERM probes, pausing Internetwork Monitor’s view for an extended period (typically, a day or more) can cause a core dump.

Work-Around Avoid pausing the view for extended periods.

Description **Internetwork Monitor does not account for LOW-CONTRIB traffic**

Details ERM maintains a LOW-CONTRIB entry, which includes a single traffic tally for less significant contributors. Internetwork Monitor does not account for or display traffic that has been assigned to the LOW-CONTRIB entry. Information on LOW-CONTRIB is included on page .146 in *Data Collector Reference*.

Work-Around None.

Description **Printing to PaintJet XL or color PostScript printer from Internetwork Monitor may not work**

Details See the description on page 28.

Description **Internetwork Monitor does not work with VLANs or PVCs that have spaces in their names.**

Symptom Internetwork Monitor does not understand VLANs or PVCs that have spaces in their names. For example, “a test PVC” in not an acceptable name for a PVC.

Details The Internetwork Monitor launch script as well as Internetwork Monitor does not parse agent names with spaces in them. [Defect ID 0804–023267]

Work-Around Avoid naming PVCs and VLANs with names that contain spaces.

Load Monitor

Description **Load Monitor in Extended RMON mode for token-ring LanProbe omits MAC-level octets from Utilization % calculation**

Details When using Load Monitor in Extended RMON mode for a token-ring LanProbe, the Utilization % values in the Time graph do not account for MAC-level traffic. As such, the Utilization % values will be different from those shown in standard RMON mode.

Work-Around When viewing Utilization % values for a token-ring LanProbe, use Load Monitor in standard RMON mode.

Description **Load Monitor’s Conversation segment graph shows incorrect “in” and “out” values**

Symptom When displaying the Conversation segment graph, if you display a line or node label the “in” and “out” values may be incorrect.

Work-Around To see the correct values, change the graph type to bar.

Description **Sometimes cannot set threshold in Load Monitor's Source, Destination, or Conversation graph**

Details When using Load Monitor in standard RMON mode with a LanProbe, if the probe does not have sufficient resources to create a hostTopN study, you will not be able to set a threshold in the Source, Destination, or Conversation graph.

Work-Around Use Extended RMON mode to view these graphs.

Description **Load Monitor updates take a long time for Source, Destination, and Conversation graphs in Standard RMON mode**

Details When using Load Monitor in standard RMON mode with a LanProbe, if the host or matrix tables are very large and a threshold is not set, the view window can take a very long time to update.

Work-Around To minimize the amount of data that must be retrieved from the probe, ensure that an appropriate threshold is configured in the Source, Destination, or Conversation graph's data properties.

Description **ERM does not advance time when there are no packets on the network segment**

Symptom No points are added to Load Monitor's Time graph, even after one or more collection intervals have elapsed.

Details ERM relies on packet time stamps to advance the history buckets within `netmd` or `erm_netmd`. If no packets are seen, history does not advance.

Work-Around None.

Description **Printing to PaintJet XL or color PostScript printer from Load Monitor or Internetwork Monitor may not work**

Symptom Printer indicates “line too long” or “undefined” error, fails to print anything, or prints in black and white, even though `NETM_PRINT_COLOR` is set.

Details Depending on the configuration of your printer, printing directly from these NetMetrix applications may not work properly.

Work-Around Print to a file, then use the appropriate command and options to send the file to the printer.

Depending on your set-up, you may need to print to an XWD file, then process the file manually with a third-party utility to convert the XWD file to a format suitable for printing. Note that the `xpr` utility does not support color PostScript.

Alternatively, you can set the NetMetrix printing environment variables to the appropriate commands. For details, refer to page 231 of *User's Guide*.

For example, if you want to print color PostScript and you have the NetPBM utilities in your `PATH`, you can set the following environment variables before launching the NetMetrix application:

```
NETM_PRINT_COLOR=true
NETM_PRINT_COMMAND="lp -opostscript"
NETM_XPR_COMMAND="xwdtopnm | pnmtops"
```

You can then generate color PostScript output and print it from within Load Monitor or Internetwork Monitor.

(The NetPBM utilities are freely available on the Internet.)

Description **Printing from Load Monitor results in error message**

Details See the description on page 17.

Description **Load Monitor's Source graph shows anomalous data**

Symptom When viewing a Source graph For Each Update Interval, sometimes a host appears with a very large data value.

Details For performance reasons, Load Monitor often uses a hostTopN study to retrieve data values for the Source graph when accessing a LanProbe or standard RMON agent.

This TopN study is created according to the criteria defined by the Source data properties. When displaying data For Each Update Interval, data values are calculated for a delta, which requires at least two data points per host.

Over time, the hosts fitting the criteria change, and the associated host-TopN table also changes. When a host appears for the first time in the Source graph, only one data point is available; consequently, no delta can be computed. In this case, the displayed value is based on the cumulative count, which is often very large relative to the other items in the graph.

Work-Around Wait until another update interval has elapsed (such that two data points are available).

Description **Load Monitor's Conversation segment graph sometimes loses traffic lines**

Symptom When displaying the Conversation segment graph, certain combinations of properties may cause the graph to lose all traffic lines.

Details If you change the Conversation segment graph's Scale Type to Percentage, then change any of the data properties, the traffic lines may disappear, leaving only a segment ring with unconnected nodes. This problem occurs only with the segment graph type.

Work-Around If the problem occurs, you can clear it by changing the graph type to bar, applying the change, then changing it back to segment. To avoid the problem, display Conversation as a bar graph, set the properties you want, then switch to the segment graph.

Description **Load Monitor Zoom on Protocol does not work in some cases**

Symptom If you double click on a Protocol pie graph, subsequent graphs are empty. For example, if the Zoom path is Protocol→Source, double clicking on a specific protocol results in an empty Source graph.

Details This problem occurs only when Protocol is displayed as a pie graph *and* you double click on a protocol at a layer other than the lowest level at which it appears.

For example, if a protocol appears in the pie graph for the Network, Transport, and Application layers, double-clicking on the protocol's pie graph slice in either the Transport or Application pie results in no data for subsequent graphs in the Zoom path. However, double clicking on the protocol in the Network pie graph works properly.

This problem is unaffected by the "Accumulate Protocol Layers" data property.

Work-Around Double click on the protocol in the lowest layer for which it appears, or display Protocol as a bar graph.

Description **When displaying Load Monitor time graph is inaccurate in live update**

Symptom Displaying time graph displays and the next collection interval closes, utilization is incorrectly reported.

Details Any data points that were put up on the time graph as it initialized are OK. Any data points that get painted live, as you watch the screen, are too low in value. The graph plunges at the first data point that came up after you brought up the screen. [Defect ID 0804–023176]

Work-Around Close the graph and bring it up again.

Description	**Load Monitor dumps core when selecting sources on a Source➤Destination Zoom**
Symptom	Selecting several sources in a Source➤Destination zoom results in a core dump.
Details	In a Source➤Destination zoom path, scroll the Destination graph to view the hosts at the bottom of the viewing area. Select the host at the bottom of the viewing area. Then select several sources in the Source graph. This sequence often results in a core dump. [Defect ID 0804–23334]
Work-Around	There is no good work around. However, the Conversation graph gives information similar to what is found in a Source-Destination Zoom.
Description	**Load Monitor does not report FDDI CRC errors.**
Symptom	FDDI CRC errors are always zero.
Details	Load Monitor always shows FDDI CRC errors as zero. [Defect ID 0804–017590]
Work-Around	None.
Description	**Load Monitor shows incorrect data on base frame**
Symptom	After loading a data file, the base frame shows the information for the previous instance.
Details	Run Load Monitor in standard or extended RMON mode then load in a data file. The base frame shows information for the RMON instance, not the data file. [Defect ID 0804–023663]
Work-Around	Load the data file using the ‘-datafile' command line option.
Description	**In Load Monitor Source, Destination, or Conversation graphs, searching for the IP address does not work**
Symptom	Searching by hostname for a host not visible always results in failure. Searching by dotted IP address always results in failure.
Details	Searching by host only works for hostnames in the visible viewing area for Source, destination, and Conversation graphs. [Defect ID 0804–023887]
Work-Around	None.

Description	**Load Monitor Time graph legend is clipped by the window frame**
Details	When adding additional statistics to view on the Time graph, the names of the added statistics get cut by the window's edge. [Defect ID 0804–018804]
Work-Around	Resizing the Time graph results in a good legend.

Description	**Load Monitor does not run unless from command line unless the '–interface' option is give**
Symptom	Running Load Monitor without the '-interface' option, it does not start.
Details	When Load Monitor is not run with the '-interface' option, a message displays: "No instances found on interface ifIndex-1. Either this agent does not support RMON history tables or Initialize RMON Tables needs to run against this agent. Press 'OK' to exit." [Defect ID 0804–021758]
Work-Around	Always specify the '-interface' option when launching from the command line.

Description	**Fast Ethernet utilization is incorrect by half in Load Monitor**
Symptom	Graphing utilization data on a Fast Ethernet probe is half of what is expected.
Details	The problem only occurs on Extended RMON utilization data from Fast Ethernet probes and affects the base frame and any graph showing utilization. All statistics are accurate except In Utilization, Out Utilization and Total Utilization. [Defect ID 0804–023622]
Work-Around	Graph total utilization from Fast Ethernet probes by launching directly against the probe (Performance➤Network Analysis➤Standard RMON➤Statistics over time).

Description **Time view for ATM and AAL5 statistics are empty**

Symptom The time graph is blank, with the words “not selected” at the top, and remains that way even if the interface has been associated with the ERM for more than two collection intervals.

Details This happens whenever the time graph is not first in the zoom path. For example, it can happen if you launch Load Monitor from the agent manager using Performance➤ Network Views➤Capacity Per Application. It happens only if you are working with ATM probes. The problem occurs because Load Monitor does not automatically select the graphical data value “utilization” for you. [Defect ID 0804–023754]

Work-Around Start the data properties dialog box by selecting Time➤Properties➤Data... Select "Graphical..." and from the list select the utilization value. Press “OK” and “Apply”. You should see utilization data once the probe has been associated with the ERM for at least 1 collection interval.

Description **Cannot launch Alarms from Protocol Analyzer if the interface is not shown in base window**

Symptom If Protocol Analyzer's base frame does not show an Interface: and you launch Alarms with Tools➤Alarms…, Protocol Analyzer hangs, that is, the mouse pointer will change to an hourglass and never change back to a pointer. The only way to recover is to kill the Protocol Analyzer's process ID.

Work-Around Before launching Alarms from Protocol Analyzer, make sure the base windows' Interface field shows an interface specification. To do so, attach to an instance that has been started, started then stopped, or armed.

Description **Problems with capture instances connected to alarms**

Symptom If an alarm is configured to *start* a packet capture instance, the instance will appear to be started when the alarm triggers, but no packets will be captured. If you are viewing the instance in Protocol Analyzer when the alarm triggers, you could see a message indicating that the “instance no longer exists”. Despite this error message, the instance is still there and you can re-attach to it; however, no packets are captured.

If an alarm is configured to *stop* a packet capture, the packet capture is *restarted* when the alarm is created or modified (deleting any packets that were capture prior to setting the alarm). However, when the alarm triggers, the packet capture is stopped correctly. [Defect IDs 0804–009324]

Work-Around None.

Description **Launching Protocol Analyzer from Internetwork Monitor results in error message**

Details Refer to the description on page 19.

Description **Some Protocol Analyzer filter expressions are not converted properly to RMON filter entries**

Details In some cases, a Protocol Analyzer filter expression will not be converted properly to RMON filter entries. This problem affects capture on all agents, but does not affect local mode. No error is issued; however, the packets captured are not correct for the expression specified.

In particular, if the filter expression includes at least two items (source host, protocol, destination host, etc.) in addition to a packet status item, the packet status portion of the filter is not converted.

Filtering on protocol LLC with a token ring agent also results in an incorrect filter.

Work-Around Specify a filter expression that converts correctly, then post filter the captured data to further filter the captured packets. For example, if you want to capture packets according to this filter expression:

```
(proto udp nfs) and (host ip kermit) and (status crc)
```

you might configure the following filter on the agent:

```
(host ip kermit) and (status crc)
```

then post filter the instance with this filter:

```
(proto udp nfs)
```

For details on post filtering, refer to page 381 of *User's Guide*.

Description **When using Protocol Analyzer with a multi-interface LanProbe, the base window may not initially show the correct interface**

Symptom If you do not explicitly specify an instance name, Protocol Analyzer always attaches to the "default" instance, no matter what interface that instance uses and no matter what interface you chose when launching the tool.

Note that a newly-created capture instance uses the correct interface.

Work-Around To view an existing instance for the correct interface, Choose Instance➤Attach... and select the correct *instance_name*. Alternatively, include an instance name when starting Protocol Analyzer, as discussed in the `protanal(1)` man page.

Description **Protocol Analyzer cannot decode SNMP v1 64-bit counters**

Symptom SNMP packets contain SNMP v1 64-bit counters are marked as packets with errors. The detail decode indicate "UNKNOWN TYPE" in the value field. [Defect ID 0804–22764]

Work-Around None.

Description **Not all packets are decoded in Protocol Analyzer**

Symptom Packets have blank summary description lines.

Details Packets that Protocol Analyzer does not understand have blank summary descriptions. This happens in AAL/5 instances. Protocol Analyzer does understand LANE control packets and NetBios in LANE packets. [Defect ID 0804–022863]

Work-Around None.

Description **Packets matched field value is negative in Protocol Analyzer**

Symptom After an capture has been running for a long time, the packets matched field value becomes negative.

Details If the packets match field value grows larger than 2147483648, it is displayed as a negative number. [Defect ID 0804–019364]

Work-Around None.

Protanal Analyzer

Description **Protanal Analyzer fails to decode Frame Relay LMI PVC Status message**

Symptom FR_LMI Status message show up as errored packets. The detail decode indicates “DECODE ERROR: invalid PVC status ***”.

Details Protocol Analyzer cannot decode Cisco Frame Relay LMI PVC status message. [Defect ID 0804–01382]

Work-Around None.

Description **Protanal analyzer takes a long time to save packet captures**

Symptom Protocol Analyzer takes a long time to save large packet captures.

Details Packet captures of one megabyte or larger take a long time to save. The time to save is not linear. For example, captures of 10 megabytes take a lot more time to save than saving ten one megabyte captures. [Defect ID 0804–020974]

Work-Around None.

Description **“Load Defaults” menu pick has no function**

Symptom Selecting the File➤Load Defaults menu pick from Protanal's toolbar nothing happens. [Defect ID 0804–022400]

Work-Around None required. This menu item is obsolete and will be removed in a later release.

Internetwork Response Manager/Agent

Description **Non-IP targets must be in same broadcast domain as the agent performing the test**

Details This problem affects tests with these protocols: IEEE 802.2 and Novell 802.3.

These targets will appear unreachable (typically, orange) or unknown (typically, blue) unless the target system is in the same broadcast domain as the LanProbe or IRA performing the test. That is, the echo/response test is not propagated across a router.

Work-Around Configure non-IP tests using a LanProbe or IRA that is within the same broadcast domain as the target node.

Description **Internetwork Response Manager fails to update status when community strings are not configured**

Details IRM allows you to create a target on a LanProbe if you do not have the probe's community strings, provided that the default community string "hp_admin" allows at least level-3 access. Further, IRM will update the status of the target you create. However, it will not update the status of the Resp_Time_LP or the probe symbol in the DNA submap; these symbols will be red until the correct community string is configured.

Work-Around Make sure that you have configured the correct community strings for the probes. The get (or read) community string that you specify must allow at least level-2 access to the probe. For details, refer to page .12 in *DNA User's Guide*.

Description **Some probes allow a maximum of only 20 echo tests, instead of 100 echo tests**

Details Refer to the description on page 41.

Work-Around None.

Description **Creating more than 60 echo tests on a probe results in an error message**

Symptom When you create more than 60 echo tests on a LanProbe, a message indicating that “an error occurred when attempting to set the slow-response RMON alarm for the target… Please try again.”

Details Most probes support up to 100 echo tests but have a maximum of 60 alarms. When you create a response test on a probe, IRM configures an alarm that triggers when the response time is slow. If 60 alarms have been configured (whether for echo tests or for other purposes), configuring any additional echo tests will result in the error message. [Defect ID 0804–009191]

Work-Around None. Note that any affected echo test targets will indicate available/unavailable status correctly; this problem affects only the slow-response status.

Description **Setting the LanProbe test interval in IRM using the “Set to Defaults” button has no effect**

Details IRM’s Configuration➤Distributed Network Analysis➤Set LanProbe Test Interval menu item changes the echo test interval for a LanProbe. Pushing the “Set to Defaults” button in the resulting window has no effect. [Defect ID 0804–009357]

Work-Around Instead of using the Set to Defaults button, change the seconds field to 60, then press OK.

RMON Utilities, Agent Administration

Description **Agent Authentication silently allows you delete last allowed IP address for level-4 community string, preventing further changes to probe configuration**

Details In Agent Authentication, if you delete the last allowed IP address for the last level-4 community string, you will not be able to perform any functions on the agent that require level-4 access (including changing the authentication) until you cold-start the agent to reset the community strings.

Work-Around Take care when changing the allowed IP addresses for any level-4 community string. In particular, ensure that you will continue to have level-4 access to the agent once your changes have been made.

Description **Creating or modifying an alarm on a Cisco Catalyst 5000 switch sometimes fails**

Details In some cases, the Catalyst switch erroneously returns noSuchName errors when attempting to create or modify an RMON alarm.

Work-Around Pressing the Apply and Reload buttons in the Alarms application one or more times may clear up the problem.

Description **LanProbe IP Address Tracking may reject a valid MAC address**

Symptom Error message indicating, “bad hexadecimal number.”

Details Ethernet MAC addresses that can be converted to ASCII characters result in this error message. For example, the address is 525252404040 results in the error because 52 and 40 can both be converted to ASCII characters. In most cases, you will see this problem only if a device is transmitting a bad MAC address (or a traffic generator is transmitting such addresses).

Work-Around Ensure that all devices on the network are transmitting proper MAC addresses. If you still have problems, save the IP Address Tracking table and contact your HP support representative.

Description **Illegal MAC addresses are not identified**

Symptom Empty graph window for Node Statistics graph or Traffic Matrix graph, or unsuccessful search in Load Monitor graphs.

Details When using Node Statistics graph or Traffic Matrix graph, if you enter an illegal MAC address, the application attempts to start against the address you specified, and an empty graph window is shown. Similarly, Load Monitor's search function attempts to locate the illegal MAC address, then reports "not found."

The problem also manifests itself if you specify an address containing too many characters. In this case, however, all indications are that the first 12 characters you entered are used, even though this is not the case.

For example, if you intend to search a Load Monitor source graph for address 080009433361 but you type an extra 1 at the end of the address (e.g., you specify 0800094333611), the search will report that address 080009433361 could not be found, even though this address may actually be represented in the graph.

Work-Around Ensure that you specify the correct MAC addresses when using these applications.

Description **LanProbe "duplicate IP address" traps displayed in OpenView's event browser show addresses in hexadecimal**

Details When a LanProbe detects a duplicate IP address, it sends a trap to the management station(s) in the default trap group. The corresponding events in OpenView's event browser show the relevant IP addresses in hexadecimal.

Work-Around Launch RMON Log Table for the LanProbe that generated the trap. The log table includes the IP addresses in dotted decimal notation.

LanProbes

Description **Some probes allow a maximum of only 20 echo tests, instead of 100 echo tests**

Details Some LanProbe models allow up to 20 echo tests per probe, instead of 100 tests per probe. If you attempt to add more than 20 targets, an error message is shown.

Work-Around None at this time. Updated probe firmware that corrects this problem is expected to be available soon. For the latest firmware, point your Web browser at this URL:

http://www.tmo.hp.com/tmo/ntd/support/lp_firmware/firmware.html

Description **Fast Ethernet LanProbe: Unsupported Interface Modules on some Cisco Routers**

Details The HP J3458A Fast Ethernet LanProbe option 201 does not support Cisco interface modules CX-FEIP-1TX or CX-FEIP-2TX. We recommend that you upgrade to the second-generation Cisco interface module, CX-FEIP2-2TX. This configuration works with the HP J3458A Fast Ethernet LanProbe option 201. HP NetMetrix does support other vendors' interfaces using 100BaseT.

Description **Avoid mis-applying the HP J3458A Fast Ethernet LanProbe Standard and Options 200 and 202 Configurations.**

Details The Standard, Option 200 and Option 202 configurations are designed to monitor half-duplex (collision domain) Fast Ethernet segments. While these configurations of the Fast Ethernet LanProbe can be installed in Pass-Through Mode on a connection using full-duplex communication,

the network statistics will be understated. If you wish to monitor full-duplex network connections such as those between a switch and a server, we recommend the HP J3458A Fast Ethernet LanProbe Option 201 that is specifically designed for this purpose.

Work-Around Installing the Standard, Option 200 or Option 202 half-duplex probe on a full-duplex port can result in incorrect and incomplete statistics when auto-negotiation is used. For example, if the switch port is set to full-duplex, the Standard, Option 200 or Option 202 half-duplex probe will still auto-negotiate to full-duplex. This will result in understated utilization statistics since the probe can only see part of the whole communcation. To avoid this, care should be taken to set up the switch port for half-duplex communication so that network statistics will be correct. In particular, when using conversation steering, select a fixed link speed which corresponds to the speed of the original network.

Protocol Distribution Application

Description **The Protocol Distribution application does not work**

Details The slices in the pie graphs drawn by the Protocol Distribution application are not labeled, which means that although the graphs show the protocol breakdown, you will not be able to determine what protocol each slice represents. [Defect ID 0804–023952]

Work-Around None.

Intergration with HP OpenView NNM

Description

NetMetrix applications launched from OVNNM displays an error message “unable to find ovsnmp.conf” file

Symptom

Launch a NetMetrix utility like LanProbe Configuration or RMON options. An error dialog displays that snmp.conf was not found and suggests setting OVSNMP_CONF_FILE.

Details

HP OpenView Network Node Manager (OVNNM) version 3.3 kept the SMNP configuration in a flat file a called ovsnmp.conf. OVNNM versions 4.x and later keep s the database in ovsnmp.conf_db. OVNNM versions 4.x and later does not require the snmp.conf file. However, the utility used for launching pmovsym2ip links with OVNNM version 3.3 libraries for Solaris. Therefore the application looks for ovsnmp and fails if OVSNMP_CONF_FILE is not set. [Defect ID 0804–022855]

Work-Around

To have the ovsnmp.conf file mirror the database, follow these steps at start-up only:

1 `% xnmsnmpconf -optShadow all`

The 'shadow' file- ovsnmp.conf keeps the database syncronized for all entries in the database.

2 `% xnmsnmpconf -shadow`

Recreates the ovsnmp.conf file

3 `% set OVSNMP_CONF_FILE = /etc/opt/OV/share/conf/ovsnmp.conf`

Description **OV NNM discovers some wanprobes as “Generic Computer” devices**

Symptom In OV NNM submaps, some wanprobes appear as ‘box’ entities, for example, without a bitmap. Their type is classified as a Generic Computer.

Details This happens because OV NNM does not have a sysobjectid<->type mapping defined for the wanprobe. If NetMetrix is not installed the mapping, to oid_to_sym file is missing. Unfortunately, OV NNM does not have an update or re-evaluate feature where it re-examines the object and updates its type information. [Defect ID 0804–023895]

Work-Around The two work-arounds include before and after installation solutions. We recommend the pre-installation solution.

- Pre-installation solution
  1. Install NetMetrix
  2. Install WanProbes
  3. Let NNM discover WanProbes or add the probes by using Agent Manager.
- Post-installation or WanProbes deployed before installing NetMetrix, Customer will see colored boxes for all wanprobes. They will have to:
  1. Install NetMetrix
  2. Remove WanProbe objects
  3. If you can ping the WanProbes from OVNNM, let OVNNM discover WanProbes or add the probes by using Agent Manager.

Agent Manager

Description **Agent Manager incorrectly allows you to launch Live Statistics and Historical Statistics for some data sources**

Symptom If you select a VLAN or FDDI LanProbe interface, the menu items for Live Statistics and Historical Statistics are available when they should be unavailable.

Details Even though Agent Manager lets you launch them, the Live Statistics and Historical Statistics applications cannot be used with VLANs and FDDI interfaces. If you launch one of these applications for a VLAN or FDDI interface, the application gives you an error message. [Defects ID 0804–023770, 0804–023853.]

Work-Around Do not launch Live Statistics or Historical Statistics applications for VLANs or FDDI interfaces.

Description **File descriptor leak in Agent Manager on Solaris**

Symptom After running Agent Manager for an extended period of time on Solaris, the system may run out of file descriptors.

Details The version of the Java runtime libraries used by Agent Manager does not always clean up file descriptors. [Defect ID 0804–023028]

Work-Around Restart Agent Manager or increase the kernel limit on the number of open file descriptors.

Description **The user is allowed to associate telemetry interface of an HP E1 WanProbe with an ERM**

Symptom Select an interface that supports ERM associations and choose Edit➤Modify. Then change the selection to an interface that does not support ERM associations. The modify panel will be updated with the new interface information and allow you to attempt ERM associations.

Details You can get this problem for any interface that does not support ERM association. The main difference is that for WanProbes and ATMProbes you can actually create a useless EASE row on the probe. Entries are created on WanProbes for telemetry interfaces than are not usable by NetMetrix applications. [Defect ID 0804–024471]

Work-Around Do not associate WanProbe telemetry interfaces with ERMs.

Description **If PVCs are removed by cold-starting the probe, Agent Manager does not allow the ERM to recreate the PVC.**

Symptom If you cold start a probe that has PVCs defined that are associated with an ERM, the ERM will still show that the PVCs are associated after the cold start. Agent Manager does not allow creating new PVCs with the same DLCI numbers. [Defect ID 0804–024380]

Work-Around Dissociate the PVCs from the ERM before cold starting the probe.

Description **Agent can not be added if an agent name is entered before telemetry IP address**

Symptom If the user enters a value in the Agent Name field in Agent Manager before entering a valid IP address or host name in the Telemetry Address field then an error is displayed: “Cannot determine IP address” [Defect ID 0804–020354]

Work-Around Press Reset to clear the fields and reenter the Telemetry IP address or hostname of the agent before defining a friendly name for the agent.

Description **Agent Manager does not work in Japanese environment**

Symptom Agent Manager does not start.

Details If LANG is set to jp_JP.SJIS then Agent Manager fails without an error message. [Defect ID 0804–021576]

Work-Around Set LANG=C in the NetMetrix, Agent Manager start-up script.

Description **The ERM field not reset after pressing the RESET button**

Symptom The selector that displays the list of ERM selections does not reset when the reset button on the modify panel is pressed. [Defect ID 0804–016824]

Work-Around To reset the ERM to the correct value, select an ERM from the list.

Description **Agent Manager allows you to delete a PVC when it is associated with an ERM**

Symptom Agent Manager does not require you to dissociate a PVC from the ERM before you delete the ERM. As a result, the ERM entry in the Agent Manager lists an ERM instance even though Agent Manager does not have an interface entry.

Details If you try to use the ERM instance to launch applications Agent Manager reports errors. [Defect ID 0804–021196]

Work-Around Dissociate PVCs from ERMs before deleting them from the probe.

Description **Killing Netmetrix does not kill the Java Runtime Environment**

Symptom A kill signal sent to the Agent Manager process only terminates the NetMetrix execution but leaves the Java Runtime Environment running.

Details Running a script NetMetrix starts the Agent Manager. A kill signal only stops the execution of the script. [Defect ID 0804–02064]

Work-Around You must send a kill signal to both the NetMetrix process and the Java Runtime Environment process to fully terminate an Agent Manager session. The primary manner to terminate an Agent Manager session is to use the menu selection File➤Exit.

Description	**Must exit Agent Manager and restart to re-add a PVC**
Symptom	The PVC modify pane does not include all fields for modify, such as the CIR parameter. [Defect ID 0804–021212]
Work-Around	Delete the PVC and the add re-add the PVC.

Description	**Agent Manager gives the wrong error message if NetmLabel.properties is not found**
Symptom	An error message “Error reading resource file: NetmLabel_en”
Details	If Agent Manager cannot find the resource file that defines the labels for the menu bar then it tries to find localized versions of the file. NetmLabel_en is the name of the localized english version. [Defect ID 0804–022897]
Work-Around	Confirm that the file /usr/netm/config/NetmLabel.properties exists and is readable.

Description	**Agent Manager is auto-collapsing its items**
Symptom	After certain operations complete, Agent Manager collapses all of the agents and interfaces that are open. [Defect ID 0804–014274]
Work-Around	Double-click on the agents to reopen.

Description	**Agent Manager Status bar is not updated**
Symptom	Sometimes Agent Manager status bar does not display the status text.
Details	The purpose of the Agent Manager status bar is to communicate operations are performed on agents and data sources. Most of these status messages are not displayed. [Defect ID 0804–022723]
Work-Around	Add the line “logging.level=4”to the file /usr/netm/config/Netm.properties. To see the information messages select File➤Error Log... from the menu bar.

Description	**Agent Manager needs an easy way to see commands launched**
Symptom	Agent Manager launches applications without showing the command line used to start the application. [Defect ID 0804–024349]
Work-Around	You can add a line of the form “logging.level=4” to the file /usr/netm/config/Netm.properties. To see the command lines used to launch the applications select File➤Error Log... from the menu bar.

Description	**Modifying an agent leaves the agent unusable**
Symptom	Agents report “Not Responding”
Details	From the modify panel you can change parameters that are essential for Agent Manager to communicate with an agent via SNMP. For example, Agent Manager does not warn that an agent may no longer respond if you change the SNMP port or community string. [Defect ID 0804–016931]
Work-Around	Recontact the agent after modifying SNMP parameters.

Description	**The Modify screen allows ERM association with unsupported interfaces**
Symptom	Select an interface that supports ERM associations and choose Edit➤Modify. Then change the selection to an interface that does not support ERM associations. The modify panel will be updated with the new interface information and allow you to attempt ERM associations.
Details	The association will fail and report errors. [Defect ID 0804–019976]
Work-Around	Do not attempt to associate interfaces with an ERM if the interfaces do not support extended RMON.

Description	**File selector list buttons do not work**
Symptom	The file selection dialog that appears when you select File➤Import from Agent Manager has two buttons that do nothing.
Details	There are two icons that display tool tips “Details” and “List” in the file selection dialog. In this version of Agent Manager, these buttons are not implemented. [Defect ID 0804–017095]
Work-Around	None.

Description	**Agent Manager should have same font size as classic NetMetrix**
Symptom	Agent Manager uses fonts are larger than other NetMetrix applications.
Details	The Java runtime for HP-UX selects scales fonts to fit the resolution of the display. [Defect ID 0804–016634]
Work-Around	Edit the /usr/netm/hp/netm script and add -Dhpux.font.dpi=75 to the arguments that are passed to /usr/netm/jre/bin/jre

	Agent Manager should gray out Load Monitor ➤RMON for PVCs
Symptom	If you select a PVC in the Agent Manager selection tree the menu items for Load Monitor in RMON mode are available. These menu items should be disabled.
Details	The statistics necessary for Load Monitor are available only through HP's extended RMON groups. [Defect ID 0804–023838]
Work-Around	Do not launch Load Monitor in RMON mode against PVCs.

Description	**Agent Manager does not disable RMON menus for WanProbes**
Symptom	If you select a WanProbe interface in the Agent Manager selection tree the menu items for packet size distribution and statistics over time in RMON mode are available. These menu items should be disabled.
Details	The RMON menu selections for statistics over time and packet size distribution require specific RMON groups that are not available in statistics groups. Similar functionality is available using the extended RMON groups. [Defect ID 0804–023804]
Work-Around	Do not launch statistics over time or packet size distribution against WanProbe interfaces.